

Practitioner Priority Service Frequently Asked Questions

Q. Will I talk with the same agent each time I call?

A. No, your call will be directed to a specialized team of agents at the toll-free campus site designated to receive calls for your area code.

Q. Will the new representatives be qualified to answer my questions?

A. Yes, representatives will be experienced and highly skilled in answering toll-free calls. Skill assessments will be given to all representatives, and proper training will be provided.

Q. Will practitioners receive the personalized attention the current “Hotline” provides?

A. All representatives will receive “Relationship” training. This training will provide representatives with an in-depth knowledge of the priority needs, and rollout of the practitioner community.

Q. Will the toll-free number create long hold times?

A. To help alleviate long hold times, the new toll-free service will offer 2 options:

- An opportunity to leave a message for a call back.
- An opportunity to be transferred to a campus site with a shorter hold time.

Q. Will I be able to fax information to representative?

A. Each team of representatives will have designated fax machines.

Q. How will any active problems that I am currently working on with a representative be handled?

A. We do not plan to send any active work to the new toll-free campus sites. Active casework will be completed in the current campus site.